

## Ageing and Disability Commission dashboard data

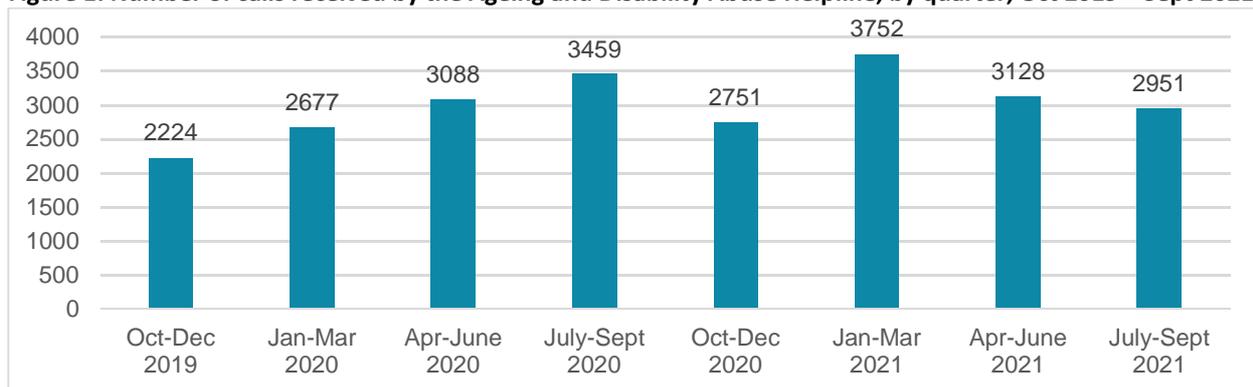
July – September 2021

### 1. Number of calls, enquiries and reports

#### 1.1 Number of calls to the Ageing and Disability Abuse Helpline

Between 1 July and 30 September 2021, the Ageing and Disability Abuse Helpline received **2,951 calls**. The number of calls to the Helpline in the first quarter of 2021-22 was 15% lower than the same quarter in 2020-21. This quarter reflected the commencement of the second COVID-19 lockdown in NSW.

Figure 1: Number of calls received by the Ageing and Disability Abuse Helpline, by quarter, Oct 2019 – Sept 2021



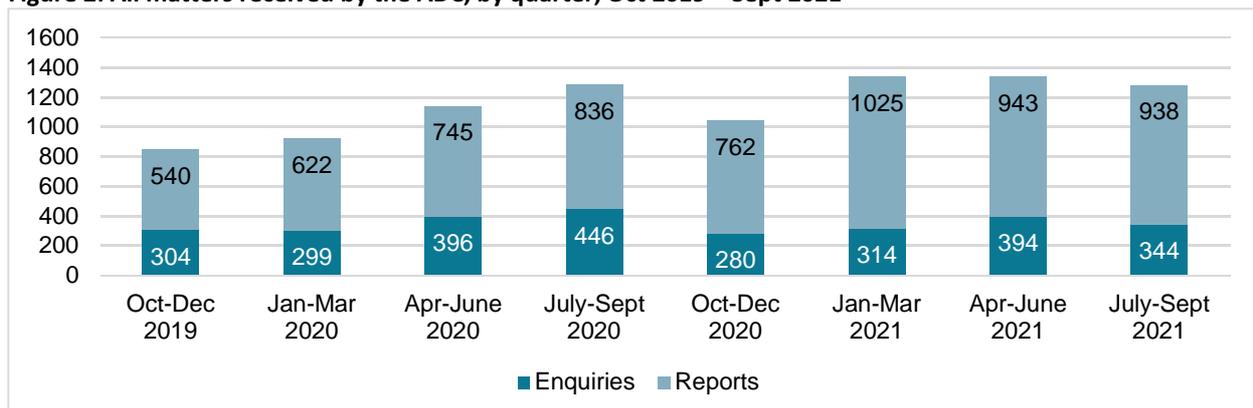
#### 1.2 Number of reports and enquiries

Between 1 July and 30 September 2021, the ADC received **1,282 matters**, comprising:

- **938 reports** under section 13 of the *Ageing and Disability Commissioner Act 2019*
- **344 enquiries** – involving 185 general enquiries, and 159 abuse-related enquiries.

The number of matters received in this quarter was consistent with the same quarter in 2020.

Figure 2: All matters received by the ADC, by quarter, Oct 2019 – Sept 2021

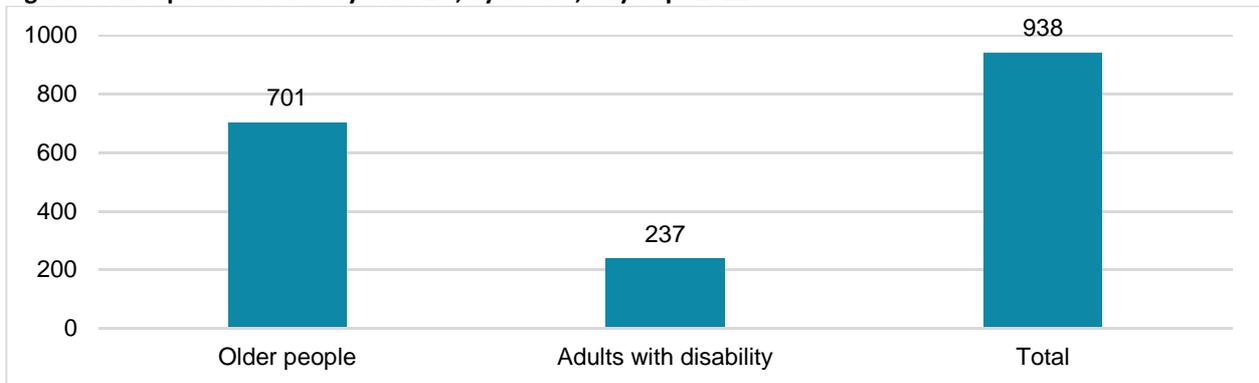


## 1.2 All reports by cohort

Of the 938 reports received by the ADC between 1 July and 30 September 2021:

- **701 reports (74.7%) involved older people<sup>1</sup>**, including 197 reports relating to older people with disability
- **237 reports (25.3%) involved adults with disability<sup>2</sup>** who were not older people.

Figure 3: All reports received by the ADC, by cohort, July-Sept 2021

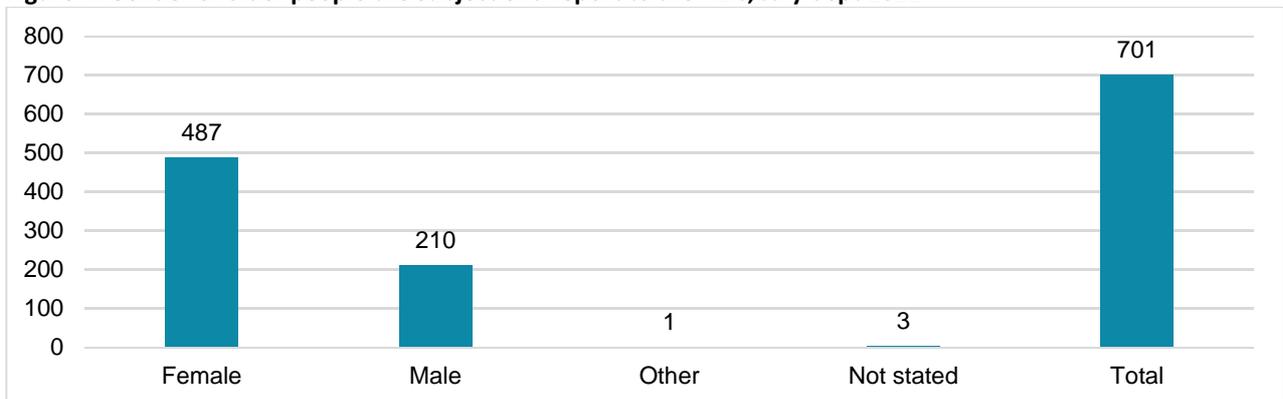


## 2. Reports about older people

### 2.1 Gender of older people in reports to the ADC

Most (69.5%) of the 701 reports to the ADC about older people in July – September 2021 concerned older women.

Figure 4: Gender of older people the subject of a report to the ADC, July-Sept 2021



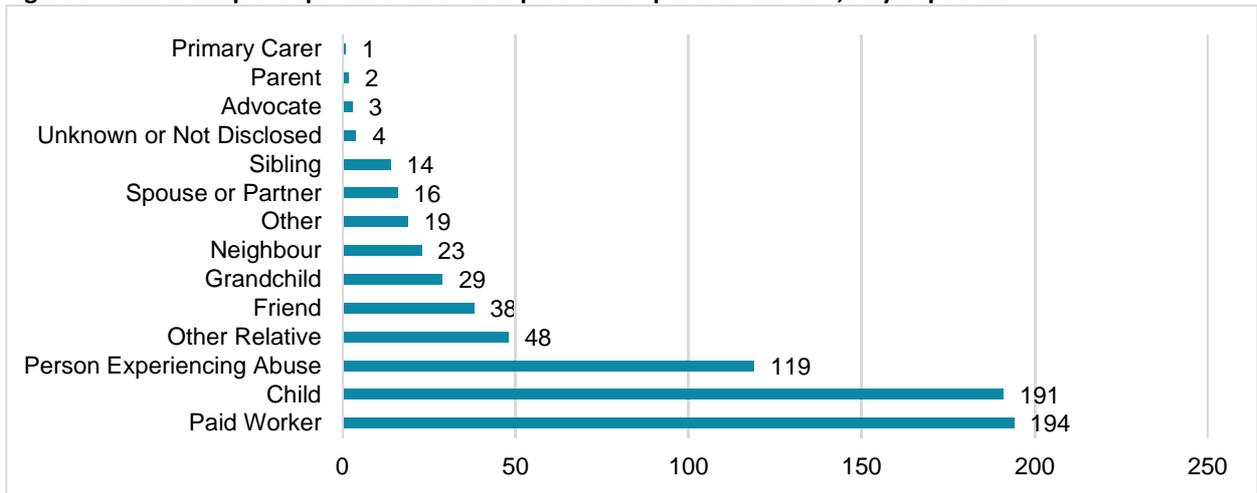
### 2.2 Relationship of reporter to the older person

Paid workers (27.7%) and adult children (27.2%) were the main source of reports to the ADC about older people in July – September 2021. Reports by older people ('person experiencing abuse'), accounted for 17% of the 701 reports about older people in this quarter.

<sup>1</sup> Adults aged 65 years and older, and Aboriginal and/or Torres Strait Islander adults aged 50 years and older

<sup>2</sup> Adults aged 18 years and older with a disability as defined in the *Disability Inclusion Act 2014*

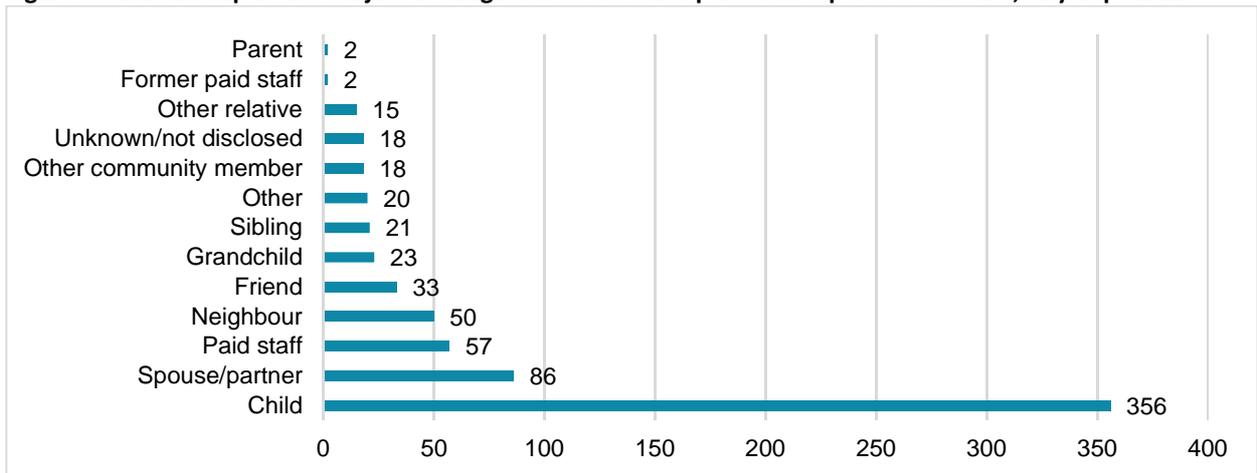
**Figure 5: Relationship of reporter to the older person in reports to the ADC, July-Sept 2021**



### 2.3 Relationship of the subject of allegation to the older person

Half (50.8%) of the 701 reports to the ADC about older people in July – September 2021 pertained to the person’s adult children. All up, relatives were the subjects of allegation in 59.5% of the reports about older people in this quarter. Allegations against a spouse or partner (or ex-spouse/ partner) featured in 12.3% of the reports about older people.

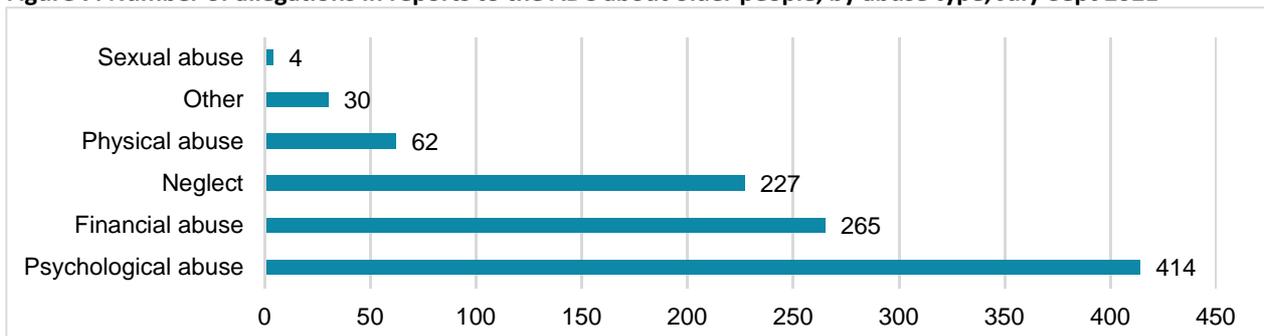
**Figure 6: Relationship of the subject of allegation to the older person in reports to the ADC, July-Sept 2021**



### 2.4 Type of alleged abuse of older person

The most commonly reported types of alleged abuse in relation to older people in July – September 2021 were psychological abuse and financial abuse.

**Figure 7: Number of allegations in reports to the ADC about older people, by abuse type, July-Sept 2021**



**Table 1: Type of alleged abuse of the older person in reports to the ADC, July-Sept 2021<sup>3</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b> (Mainly verbal abuse; and preventing or restricting access to family/others)	414	41.3
<b>Financial abuse</b> (Mainly financial exploitation; and misuse of Power of Attorney/ Enduring POA)	265	26.4
<b>Neglect</b> (Mainly failure to meet the person’s support needs; and medical neglect)	227	22.7
<b>Physical abuse</b> (Mainly perceived threat of harm; and pushing/shoving/grabbing/shaking)	62	6.2
<b>Sexual abuse</b> (Mainly sexual assault; and indecent assault)	4	0.4
<b>Other</b>	30	3.0
<b>Total allegations in reports about older people</b>	<b>1,002</b>	<b>100</b>

The most common allegations reported in relation to older people related them being subject to verbal abuse; not having their support needs met; being financial exploited; and being prevented or restricted from having access to family and others.

**Table 2: Leading reported allegations in relation to older people, July-Sept 2021**

	Reported allegation	Number of cases
1.	Psychological abuse – verbal abuse	182
2.	Neglect – failure to meet the adult’s support needs	121
3.	Psychological abuse – other psychological abuse	96
4.	Financial exploitation	93
5.	Psychological abuse – preventing or restricting access to family/others	72
6.	Financial abuse – misuse of Power of Attorney/ Enduring Power of Attorney	58
7.	Financial abuse – other financial abuse	40
8.	Financial abuse – theft	36
8.	Neglect – medical care	35
10.	Other	30

### 3. Reports about adults with disability

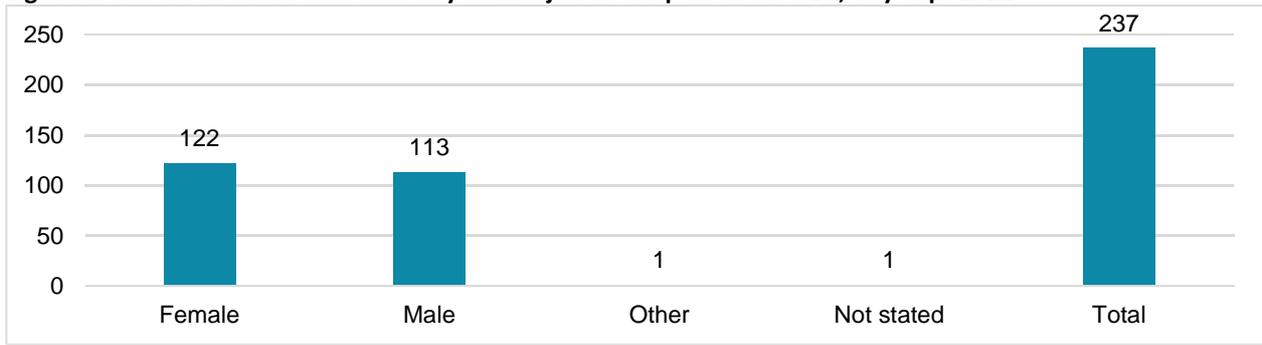
#### 3.1 Gender of adult with disability in reports to the ADC

Of the 237 reports to the ADC about adults with disability in this quarter, just over half (51.5%) were about women with disability.

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<sup>3</sup> The data captures all matters in which that type of abuse has been reported; in the majority of matters, more than one type of abuse is reported.

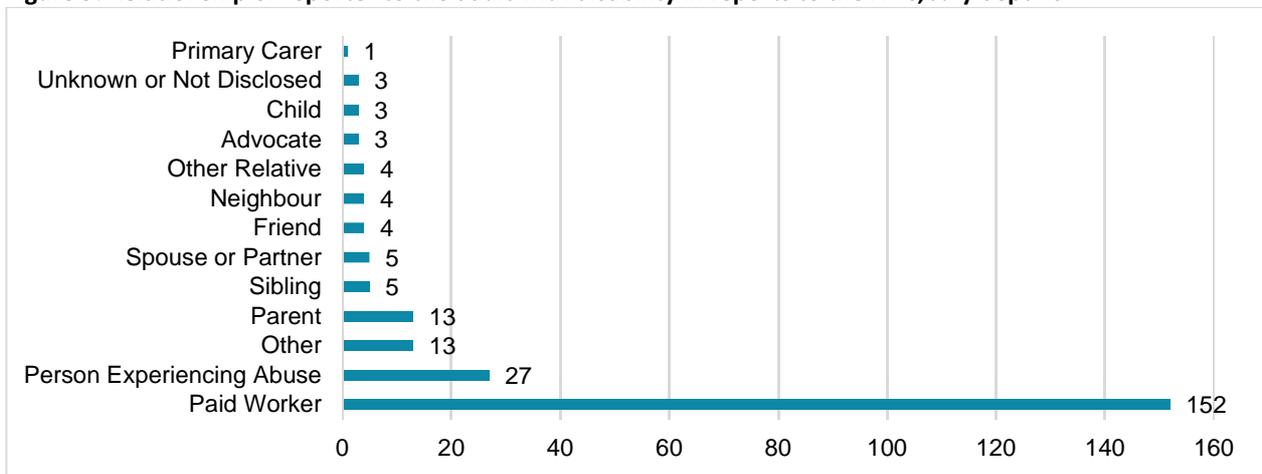
**Figure 8: Gender of adults with disability the subject of a report to the ADC, July-Sept 2021**



### 3.2 Relationship of reporter to the adult with disability

Paid workers were the main source of reports to the ADC about adults with disability in July – Sept 2021, accounting for almost two-thirds (64.1%) of the 237 reports. Adults with disability (‘person experiencing abuse’) were the reporters in 11.4% of reports received about adults with disability this quarter.

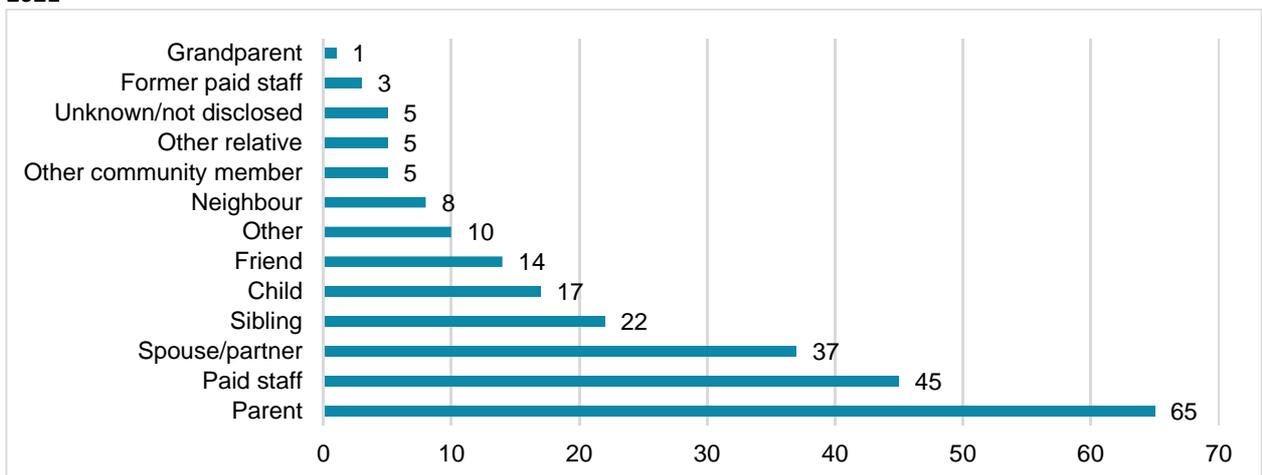
**Figure 9: Relationship of reporter to the adult with disability in reports to the ADC, July-Sept 2021**



### 3.3 Relationship of the subject of allegation to the adult with disability

In over one-quarter (27.4%) of the 237 reports to the ADC about adults with disability in July – September 2021, the allegations pertained to the adult’s parent(s). All up, relatives were the subjects of allegation in almost half (46.4%) of the reports about adults with disability in this quarter. In 19% of matters, the adult’s spouse or partner (or ex-spouse/partner) was the subject of the allegations.

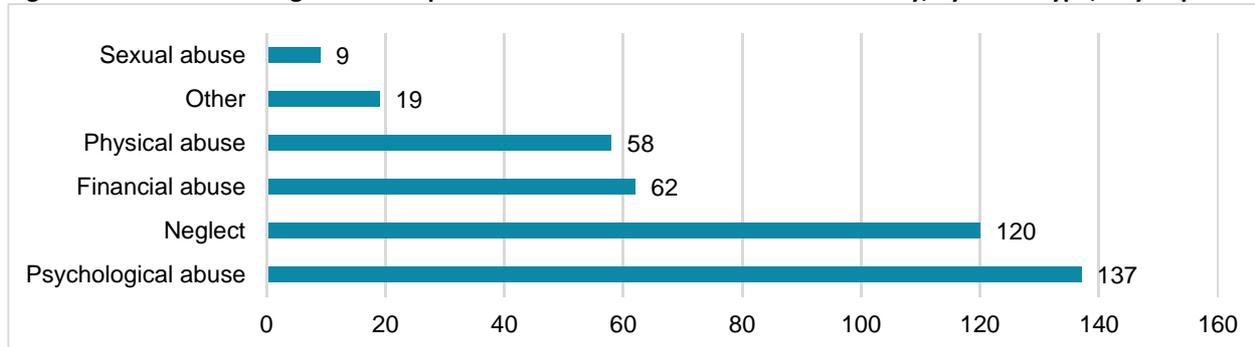
**Figure 10: Relationship of the subject of allegation to the adult with disability in reports to the ADC, July-Sept 2021**



### 3.4 Type of alleged abuse of adult with disability

The most commonly reported types of alleged abuse in relation to adults with disability in July – September 2021 were psychological abuse, followed by neglect.

**Figure 11: Number of allegations in reports to the ADC about adults with disability, by abuse type, July-Sept 2021**



**Table 3: Type of alleged abuse of the adult with disability in reports to the ADC, July-Sept 2021<sup>4</sup>**

Type of alleged abuse	Number of allegations	% of all allegations
<b>Psychological abuse</b>	137	33.8
Mainly verbal abuse; other psychological abuse; and preventing/restricting the person’s access to supports/services		
<b>Neglect</b>	120	29.6
(Mainly failure to meet the person’s support needs; and medical neglect)		
<b>Financial abuse</b>	62	15.3
(Mainly financial exploitation; theft; and preventing access to/withholding the person’s money)		
<b>Physical abuse</b>	58	14.3
(Mainly hitting, kicking, punching; pushing, shoving, grabbing, shaking; and inappropriate restraint/use of force)		
<b>Sexual abuse</b>	9	2.2
(Mainly sexual assault – taking advantage of cognitive impairment)		
<b>Other</b>	19	4.7
<b>Total allegations in reports about adults with disability</b>	<b>405</b>	<b>100</b>

The most common allegations reported in relation to adults with disability related to them not having their support needs met; being subject to verbal abuse; being subject to medical neglect; being financially exploited; and being prevented from accessing necessary supports or services.

**Table 4: Leading reported allegations in relation to adults with disability, July-Sept 2021**

	Reported allegation	Number of cases
1.	Neglect – failure to meet support needs	52
1.	Psychological abuse – verbal abuse	51
3.	Psychological abuse – other psychological abuse	36

<sup>4</sup> The data captures all matters in which that type of abuse has been reported; in the majority of matters, more than one type of abuse is reported.

4.	Neglect – medical care	27
5.	Psychological abuse – preventing or restricting access to supports/services	25
6.	Financial exploitation	23
7.	Physical abuse – hitting/kicking/punching	22
8.	Other	19
9.	Neglect – clothing/food	11
10.	Financial abuse – theft	10
10.	Physical abuse – perceived threat of harm	10

## 4. Key outcomes

### 4.1 Person outcomes

In relation to the 1,020 reports closed in July – September 2021, key outcomes for the older people and adults with disability included that their views and wishes were ascertained and respected; actions were taken by police to check on their welfare/ look into criminal allegations; a review or assessment of their disability supports was undertaken; and aged care supports were provided or increased.

**Table 5: Leading outcomes for the person the subject of a report to the ADC, reports closed July-Sept 2021**

Person outcomes	Number of cases <sup>5</sup>
Will and preference of Person ascertained	188
Will and preference of Person respected/upheld	167
Other police/justice action	29
Review or assessment of disability supports	24
Aged care support provided or increased	24
Change in accommodation	22
Disability support provided or increased	20
Referral or help to access other supports	17
Review or assessment of aged care supports	16
Referral or help to access aged care supports	15
Referral or help to access legal supports	15
Referral or help to access disability supports	14
ADVO put in place	11
Review or assessment of decision-making capacity	10

### 4.2 Subject of allegation outcomes

For the 1,020 reports closed during this quarter, key outcomes in relation to the subject of allegation included that actions were taken to reduce or manage their contact with and access to the adult with disability/ older person (including through an ADVO). In appropriate cases, subjects of allegation were also provided with education or advice, and linked to additional supports.

<sup>5</sup> There can be multiple outcomes for an individual.

**Table 6: Leading outcomes in relation to the subject of allegation in a report to the ADC, reports closed Apr-June 2021**

<b>Subject of allegation outcomes</b>	<b>Number of cases<sup>6</sup></b>
Education or advice provided	31
Linked to/received more support	29
Prevented from access	11
ADVO put in place	10
Removed from premises	8
Criminal charges	6
Benefit removed	3
Removal as Power of Attorney or Enduring Power of Attorney	3

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<sup>6</sup> There can be multiple outcomes in relation to an individual.